

## Patient Participation Group Meeting – 15<sup>th</sup> July 2015 6:30pm

**Attendees:** Tracey Nyilas, Claire Hamill, Graham Deaves, Ruth Norman, Keith Melhuish, Sheila Long, Barbara Maun. Visu Suppiah, Barbara Betts and Mary LaVelle

**Minutes:** Claire Hamill

### **1. Minutes from Previous Meeting**

SL informed TN that she cannot access her e-mails at the moment, TN agreed to send the agenda and minutes out via post to her instead.

KM wondered whether we employed a minor illness nurse. TN confirmed we did employ a minor illness nurse as of the 15<sup>th</sup> June, Nurse Banu only does minor illness.

GD apologised for not arranging with reception to come in and talk with the patients. He said he hasn't forgotten about it and will be liaising with reception.

### **2. SystmOnline**

TN asked the members how they got on trying to register for SystmOnline using the guidance created by the apprentice. BM said she didn't manage to gain access the first time however did manage to register the second time. SL also struggled the first time but did manage to gain access the second time. GD also registered for SystmOnline, he has been liaising with Tracey regarding a problem with the website address. CH has amended the website address.

TN asked whether other than adding information to the guidance leaflet regarding identification when registering with the surgery for SystmOnline. The PPG members were happy with the leaflet as long as it was included about the identification required when registering with reception for a username and password.

**ACTION: TN to feedback to the apprentice and amend the leaflet**

### **3. Chair Person**

TN discussed with the members that the PPG still does not have a chairperson. TN discussed a previous member of the PPG, Eric, who was the chairperson. He would set agenda's and write the minutes from the minutes. He would also attend the CCG PPG Network Meeting and volunteer around the surgery helping patients with queries and teaching them to use the touch screen. Eric will attend the next PPG meeting however has not said whether he will re-join the PPG.

GD volunteered to be the chairperson as he has several years of experience with chairing meetings.

### **4. CCG Network Meeting**

Following on from the decision that GD was chair person, TN wanted to discuss the CCG Network meeting as Dr Palit recently attended the board meeting and it was raised that we do not have a representative present at the meetings. TN explained that these meetings were three monthly and were held with members of the CCG and other representatives from surgeries within the Chiltern Vale locality i.e. Dunstable, Houghton Regis, Toddington and Caddington. TN also explained the importance of the attendance to these meetings as the discussions and information provided at these meetings were very important and this information needs to be fed back to the surgery.

The group were open to attending the meeting however needed to know dates and times of the meetings before the attending member could agree. KM believes there is no reason why at least one member cannot attend these meetings even if this was on a rotational basis.

## **ACTION: TN to inform group of the date and time of the next meeting**

### **5. GP Partner feedback**

At previous meetings the PPG members have asked for the GP partner's feedback. TN has discussed with the partners regarding what they would like the PPG to focus on. The partners would like the PPG to focus on health promotion, which is a vague topic. However, some surgeries have a theme a season i.e. September would be aimed at flu.

The PPG agreed to go away and think of ideas and suggestions for flu season to feedback to the group in September at the next meeting.

TN mentioned the target patients would be pregnant ladies and under 65 year olds as most over 65 year olds are away of the flu vaccination and usually book for this. TN also mentioned the child nasal flu which is for 2, 3 and 4 year olds which the uptake is poor for.

The group felt there should be posters around surgery informing the patients of the benefits of having the flu vaccination. GD suggested having an article in the local newspaper to inform the patients.

TN discussed having printed t-shirts and badges for staff to wear to promote the flu campaign and help remind patients that it is that time of year again. VS suggested a member of staff walking around the waiting room speaking to patients informing them of the vaccine and the benefits.

TN informed the group that district nurses would be vaccinating the housebound patients on their case load and we are hoping the midwives will vaccinate the pregnant ladies as well as promote the flu vaccine.

CH told the group there were over 4,000 eligible patients for the flu vaccine, 2,500 are signed up to text message reminders which would mean the remainder would have prescription messages, phone calls and letters from the surgery. GD also suggested when texting patients, the message could say 'Please remind friends, family and neighbours that it is flu season', a positive and caring message to be passed on via word of mouth.

### **6 AOB**

KM asked TN to email him dates for the CCG network meeting so he could check if he could attend. He also asked if TN could email him over the flu benefits as he is in the printing business and maybe able to help with ideas.

The group also wondered how much the surgery would charge for a flu vaccine if you weren't eligible, TN said it would be the price of a prescription.

GD suggested a poster to be by the prescription box informing patients of the benefit of registering with a local pharmacy for automatic request for medication as well as delivery of medications; also, the benefit to the patient by not having to attend the surgery as much.

VS suggested advertising the pre-paid prescriptions for patients who have more than 3 medications a month as this would be cheaper annually for the patient. VS also suggested informing patients of the services pharmacies provide i.e. Calpol can be given from a pharmacist free of charge which should be told to patients to promote pharmacies and prevent wasted appointments as GPs would not prescribe this.

**Date of next meeting: Wednesday 16<sup>th</sup> September 2015 at 18:30pm**

### ACTION LOG

Date Action Raised	Action	Responsibility	Target Completion Date	Update	Completion Date
27/01/2015	TN passed each member a copy of the 'Terms of Reference' for the members to read and amend/agree with.	PPG	25/02/2015	New members arrived the following meeting, all issues with a copy of the 'Terms of Reference'.	CLOSED
27/01/2015	Chairperson to be agreed amongst the group.	PPG	25/02/2015	Mr Deaves has been appointed chairperson.	CLOSED
27/01/2015	Prescription box overflowing	Tracey Nyilas	25/02/2015	TN discussed with prescribing clerk who will empty box several times throughout the day	CLOSED
27/01/2015	PPG to decide what kind of group they would like to be, what aims and objectives they would like	PPG	25/02/2015		OPEN
25/02/2015	Privacy at reception	Tracey Nyilas	15/04/2015	TN put posters up around reception about privacy	CLOSED

25/02/2015	Disabled bay badges	Tracey Nyilas	15/04/2015	TN has put disabled badges on the wall in front of the bays	CLOSED
25/02/2015	Priority seating	Tracey Nyilas	15/04/2015	TN has put notices around the waiting room above chairs with arms to mark them as priority seating for the elderly/disabled	CLOSED
15/04/2015	TN to arrange the warfarin clinic seating in the waiting room to be all one level so patients can 'slide' along.	Tracey Nyilas	3rd June 2015	Seating has been arranged however, patients are changing the seating plan.	CLOSED
16/04/2015	TN to look into getting a gardener for the surgery, as the front of the surgery is untidy.	Tracey Nyilas	3rd June 2015	Gardener now comes on a regular basis and sorts both the front and back of the surgery.	CLOSED
17/04/2015	TN will discuss with other PM's, whether any fully-funded courses are available to the PPG	Tracey Nyilas	3rd June 2015	No courses are available for the PPG members. TN will keep an eye out.	CLOSED
18/04/2015	TN and CH to look into providing guidance for the SystmOne Online and the website.	Tracey Nyilas & Claire Hamill	3rd June 2015	The apprentice has completed the guidance leaflet. TN to feedback and apprentice to amend changes.	CLOSED
03/06/2015	TN to discuss training with reception	Tracey Nyilas	15 <sup>th</sup> July 2015	TN discussed with Kyle and Mr Deaves will liaise with reception.	CLOSED

03/06/2015	Flu clinic plan to be arranged and discussed with PPG	Tracey Nyilas and Claire Hamill	September 2015		OPEN
03/06/2015	Formulate a letter to the council regarding crossing	Tracey Nyilas	15 <sup>th</sup> July 2015	TN has devised a letter to Luton Borough Council regarding the PPG request for a zebra crossing outside the surgery.	CLOSED
03/06/2015	Register online for SystmOnline	PPG	12 <sup>th</sup> June 2015	PPG members registered for SystmOnline using the guidance provided.	CLOSED
03/06/2015	Liaise with apprentice with feedback	Tracey Nyilas	15 <sup>th</sup> July 2015	TN to liaise with the apprentice to add amendments.	OPEN
03/06/2015	Discuss with GP Partners for ideas and suggestions	Tracey Nyilas	15 <sup>th</sup> July 2015	TN discussed with the partners and fed back to the PPG members.	CLOSED
15/07/2015	Poster for local pharmacies	Claire Hamill	16 <sup>th</sup> September 2015		OPEN
15/07/2015	Advertising pre-payment prescription services	Claire Hamill	16 <sup>th</sup> September 2015		OPEN